Modification Recommended Service Note

DSOS404A – DSO Infiniium S Series 4GHz 4 channel

Serial Numbers: MY00000001 - MY58060101; SG55160101, SG55160102, SG55360101 to SG55360107, SG55380101 to SG55380110, SG5551010, SG55510102, SG57220101, SG57220102, SG58120101, SG58150101 to SG58150103, SG59320101, SG59320102.

The Problem – Under certain circumstances a PLL2 error may occur on the S-series products.

Parts Required:

P/N	Description	Qty.
54911-69511	PCA – Acquisition Board (tested)	1
54911-69521	PCA – Acquisition Board (tested)	1
54911-69531	PCA – Acquisition Board (tested)	1
54911-69532	PCA – Acquisition Board (tested)	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS		
		LABOR: 4.0 Hours		
LOCATION CATEGORY:	[X] SERVICE CENTER [[]] ON-SITE (active On-site contract required) [[]] CHANNEL PARTNERS	SERVICE: [X] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED PARTS: [X] RETURN [[]] SCRAP [[]] SEE TEXT	
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: **December 31, 2023**		
	[X] Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: PL-1A AUTHOR: EG		

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

Situation:

On older acquisition boards a PLL2 error message sometimes occurs. The error message appears on the screen as below:

There are new acquisition boards that fix this issue for the S-series scopes.
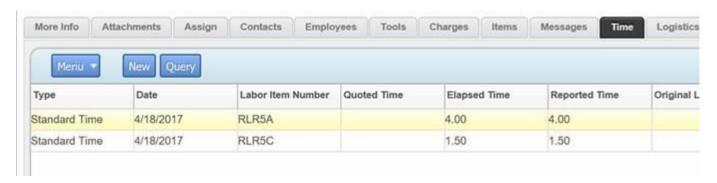
Solution/Action:

Please, use the 54911-69511 board until is gone.
If you have a 54911-69511, then skip steps 1 and 2 and proceed to step 3.
If there are no 54911-69511, then start with step 1 below.
1. If the customer needs to have software revision < 6.10.01001, then replace the acquisition board with the 54911-69532 board.
2. If the customer can have software revision >= 6.10.01001, then it can be replaced by any of these three boards: 54911-69521, 54911-69531, or 54911-69532.
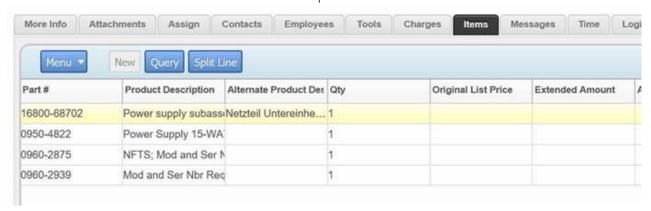
3. Save the Serial Numbers of the replaced and the new Acquisition Boards in Siebel. Please, follow this procedure:

   a. For each Service Order in Siebel, there is a tab labeled Activities:
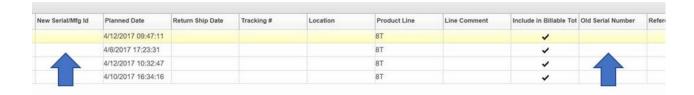

   b. Clicking on the Activity # associated with the Repair, you'll see this:
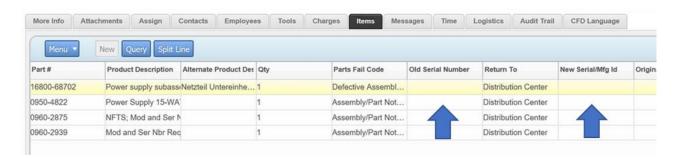

   c. Click on the Items tab to enter or see the parts that were ordered and/or used:

   d. Somewhere in the parts record you'll find the serial number fields (Old Serial Number, and New Serial/Mfg Id)

e. The fields can be re-ordered in Siebel so that they are more easily found – like this:

NOTE: The fields only take 19 characters. The acq board serial numbers are 24 characters. Please do not enter the "54911" portion of the serial numbers (the first 5 numbers) in the fields; enter only the remaining 19 characters.

Adding the serial numbers of both the failed (replaced/old) Acquisition Board and the new Acquisition Board in these fields will allow us to more easily find them in Siebel and Spotfire.

4. Return the failed acquisition board to the factory.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jan 2018	03	Ed Gorbea	As Published
18 Apr 2018	03A	Ed Gorbea	New acquisition board
28 Feb 2019	03B	Ed Gorbea	More new acquisition boards
14 Oct 2019	03C	Ed Gorbea	Adding the SGXXXXXXX models
24 Apr 2019	03D	Ed Gorbea	Adding 54911-66/69511 board
14 Mar 2023	03E	Ed Gorbea	Extending no charge available date